

# Client Enrichment Series

Welcome to today's presentation on:  
*Enhancing Building Environments*  
the presentation will start at *2pm Eastern*

**Note:** Phones are automatically muted during the presentation. You have the ability to send questions to your fellow attendees and our presentation team via your Chat pane. Our team will answer as many of the questions as possible throughout and at the end of the presentation. All questions will be captured, and answers sent to all participants prior to the next presentation.

# Client Enrichment Series

- Prior Presentations – eRETA Digital Signature and Entering and Submitting via eRETA
- TODAY – Enhancing Building Environments

[www.gsa.gov/ces](http://www.gsa.gov/ces)

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# Client Enrichment Series

## *Enhancing Building Environments*

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# Introduction



Think about how much time you spend in your workspace.

Does it meet your functional needs? Does it meet your wellness needs? How can it be improved?

GSA has a few ways that you - and your co-workers can help enhance your workspaces!

# Tenant Satisfaction Survey and Facility Eco Teams

- Both of these initiatives allow tenants to influence change within a facility.
  - ***The Tenant Satisfaction Survey*** provides the tenants with the ability to influence change within their facility from a physical perspective.
  - ***Facility Eco Teams*** have the ability to influence change within the building from a behavioral and cultural perspective.



# Tenant Satisfaction Survey



# What is the Tenant Satisfaction Survey?

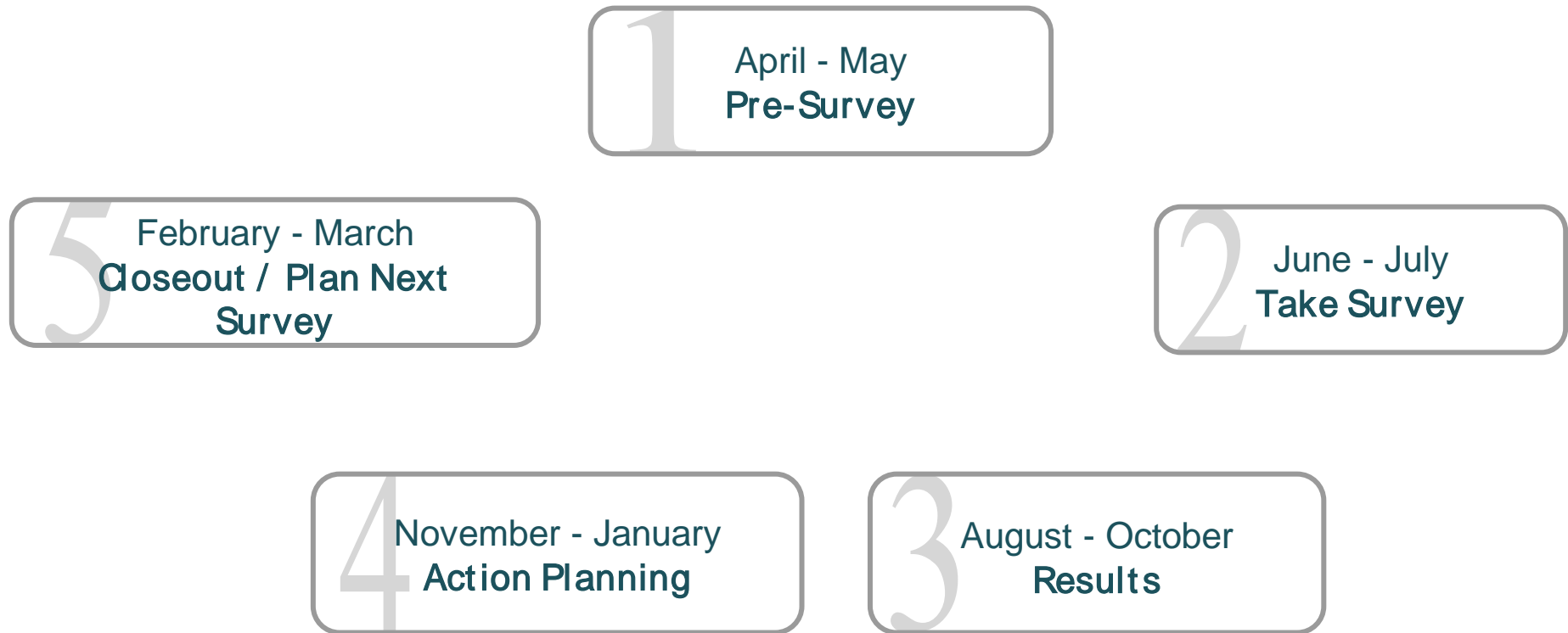
- Survey used by GSA Public Buildings Service to assess tenant agencies' satisfaction levels in owned and leased space.
- TSS is sent to all Federal employees, not just GSA tenants
- The survey provides questions in the following categories:
  - Building and Workspace Environment
  - Elevators and Meeting Space
  - Workspace Comfort
  - Building Management
  - Security
  - Overall Satisfaction
- Tenants are given the option to rate these categories from “Extremely Dissatisfied” to “Extremely Satisfied”

# What is the Tenant Satisfaction Survey? (cont'd)

- The TSS Serves to:
  - Determine how well GSA provides work spaces and building services that meet the needs of our customer agencies.
  - Improve communications with Tenant Agencies;
  - Enhance collaboration among regions, national office and client agencies;
  - Establish best practices that can be implemented nationwide;
  - Help determine the best value provided to agencies and the taxpayers.
- Opportunity for Feedback
  - The survey includes an “Additional Comments” open text box at the end of the survey.
  - In 2017, additional drop down options were added to specific questions to allow you to identify issues you are having in your building.



# TSS Calendar Year Cycle



# Who Receives the Survey?

- Nearly all federal tenants receive the survey
  - Some agencies choose to opt out
- The survey mailing list is generated by OPM
- Each employee will be emailed directly a unique survey link tied to their record
- Employees cannot take survey more than once

# Survey Email - What does it look like?



The 2017 Tenant Satisfaction Survey is now open!

This annual survey is your chance to provide valuable feedback on your satisfaction with your building and workspace. Survey responses will help make improvements to increase your experience in federal buildings.

**Start Survey Now**

If you are unable to access the survey using the link above, please copy and paste the following URL into your browser:  
[https://feedback.gsa.gov/fe/form/SV\\_3aad5OJUJhgvxAx?Q\\_DL=0MJknYBhX0txo0J\\_3aad5OJUJhgvxAx\\_MLRP\\_3juCXAEF8qAwwGF&Q\\_CHL=email](https://feedback.gsa.gov/fe/form/SV_3aad5OJUJhgvxAx?Q_DL=0MJknYBhX0txo0J_3aad5OJUJhgvxAx_MLRP_3juCXAEF8qAwwGF&Q_CHL=email)

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# How TSS Results Benefit Your Agency

- GSA, like other agencies who manage facilities, uses the survey results to evaluate our performance and identify areas of improvement in our facilities
- GSA also uses the data we receive from all surveys to advance the Mission Support Benchmarking Initiative, which can be found on [benchmarks.gsa.gov](https://benchmarks.gsa.gov)
- Results are used for Action Planning throughout the year
- If you have suggestions of how we may better serve you or would just like to discuss the results of the survey, please contact your local GSA representative.

# Your Comments Influence Building Improvements

- San Jose, CA: Exterior lighting upgrade to LED
  - Improved safety and appearance
- Des Moines, Iowa: Entrance canopy installed
  - Protected against snow and ice fall
  - Brick pavers reset around exterior of building
- Connecticut: Security vulnerability identified
  - GSA had additional discussions with security personnel
  - Security vulnerability was fixed

# Call to Action

- The TSS is live as we speak! Make your voice heard!
- The Tenant Satisfaction Survey allows you, the tenant, to become an advocate for your workplace.
- The comments made on the survey are extremely important in facilitating a dialogue between you and your Facility Manager.
- We take all feedback and comments into consideration and the survey is totally confidential.
- Although we cannot fund every project, we will do our best to consider all suggestions and look for ways to improve the building services we provide.

# TSS Issues and Questions



If you have any issues with the survey (did not receive email, survey link is not working, etc.) please contact [TSScustomerservice@gsa.gov](mailto:TSScustomerservice@gsa.gov)



# Facility Eco Teams





# Purpose & Desired Outcomes

## Purpose

- Define Facility Eco Teams (formerly known as Green Teams).
- Provide resources, best practices and success stories to encourage the continuation of existing teams and creation of new teams.
- Highlight the utility of starting Facility Eco Teams.

## Desired Outcomes

- Understanding of how to create and maintain successful Facility Eco Teams.

# What are Facility Eco Teams?

- Facility Eco Teams are comprised of voluntary, tenant-based and tenant-owned groups of building occupants.
- Facility Eco Team members are ambassadors for sustainability and work together to:
  - Drive occupant behavior and culture change around sustainability;
  - Promote healthy and productive working environments;
  - Engage building occupants as partners in sustainable business practices including reducing energy/water/waste and promoting sustainable supply chains and sustainable transportation;
  - Improve tenant satisfaction; and
  - Reduce costs

# Why Start / Join a Facility Eco Team?

- Contribute to the achievement of federal sustainability goals and promote stewardship of environmental resources.
- Conserve American taxpayer dollars.
- Help to establish a community within your facility.
- Learn something new!

# Things to Consider

- *Unfunded initiative*
- Teams are not intended to propose/manage building improvement projects.
- Fellow staff may be unfamiliar with the concept of Facility Eco Teams.

# Getting a Facility Eco Team Started

## 7 Key Steps

- **Establish Agency Leadership Support**
  - Designate a team champion
- **Create a Multi-Agency/Disciplinary Team**
  - Designate a chairperson
  - Establish a relationship with your Facility Manager and GSA Facility Eco Team POC
  - Develop a team charter
- **Hold a Kick-Off Meeting**
- **Perform a Building Sustainability Assessment**
  - Familiarize yourself with the facility's building performance to establish goals
  - Review your agency's Strategic Sustainability Performance Plan
- **Track Performance and Report Progress**
- **Maintain Momentum**
- **Be Ready for Challenges**

# Team Initiatives

- The goal is to communicate and educate!
- Determine whether your team will pursue continuous or stand-alone initiatives.
- Choose initiatives based on your facility's unique needs and potential to improve your workplace.
- Ensure you have enough team support to manage initiatives.

# Take the Federal Green Challenge!

The Federal Green Challenge is a national effort led by EPA to challenge federal agencies in making improvements in at least two of the following six target areas:



Energy



Purchasing



Waste



Electronics



Transportation



Water

*GSA facilities have been the recipients of multiple Federal Green Challenge Awards:*

- Bob Casey Federal Courthouse (R7) - Energy - 2016
- Fort Worth Federal Center (R7) - Water - 2016
- Jackson/Seattle Federal Building (R10) - Waste Reduction - 2015
- Purchasing - Auburn Complex (R10) - Innovation 2015

# Plan Environmental Awareness Events

Plan building events to recognize national environmental awareness days such as Earth Day, Energy Action Month and America Recycles Day.

**America Recycles Day 2016**  
**Central Office Eco Team**



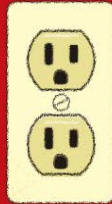
**Earth Day 2016 - Dept. of Labor/OSHA Eco Teams**  
**A. Maceo Federal Building - Region 7**



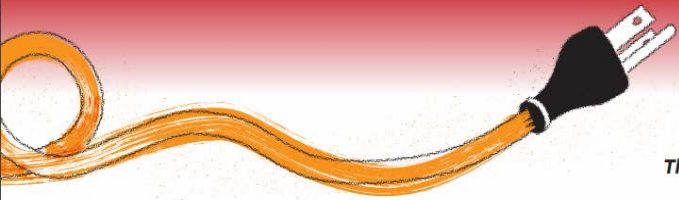


# Poster Campaigns

**give it  
a rest**



Unplug  
devices  
that aren't  
in use.



Think for Tomorrow 

**give it  
an  
afterlife**

Recycle paper, glass,  
plastic and aluminum.



GSA Sustainability 

**don't  
be a  
drip**




Report leaky  
faucets to  
your facility  
manager.

GSA Sustainability 

**lose  
the  
wait**



Consider taking  
the stairs  
instead of the  
elevator.

Think for Tomorrow 

# Promote Recycling/Composting

- Conduct waste audits.
- Establish/Improve recycling/composting programs.
- Plan recycling/donation events for items not normally recycled such as:
  - clothing
  - furniture
  - electronics
  - plastic bags

# Newsletters, Brown Bag Events and Building Tours

- Publish monthly/quarterly newsletters.
- Host “brown bag” lunch-time speakers on sustainability topics.
- Plan facility tours.

## Feds Go Green

A. Maceo Smith Federal Building

Promoting environmental awareness in the workplace and beyond | July 2016 Issue

### FACTOIDS

#### WORLD POPULATION DAY

July 11 is observed as World Population Day to focus on the urgency of population issues and sustainability.

- Global Footprint Network data shows humanity uses the equivalent of 1.6 Planet Earths to provide the renewable resources we use and absorb our waste. If all 7+ billion of us were to enjoy a European standard of living – which is about ½ the consumption of the average American – the Earth could sustainably support only about 2 billion people.
- As of 2015, Dallas, Houston and San Antonio have at least 1 million people each. The Census Bureau shows each added more than 18,000 people in 1 year.
- Fort Worth and Austin are adding more than 18,000 people per year.
- Five of the 10 cities nationwide with the biggest population gains are right here in the Lone Star state.

### GET INVOLVED

#### DEFEND YOUR DRAINS

Dallas Water Utilities attended the AMS Earth Day event and provided tips to defend your drains!

**Protect Your Plumbing**

- Fats, Oils & Grease – Recycle used cooking oil at a drop-off location: [www.ceasethegrease.org](http://www.ceasethegrease.org).
- Medicines – Return extra medicines at take-back events: [www.defendyourdrains.com](http://www.defendyourdrains.com).
- Cleaning Products, Paints & Pesticides – Take leftover products to a hazardous waste center.

**Prevent Clogged Pipes & Blockages**

Paper Towels, Feminine Hygiene Products, Wipes, Cotton Swabs and Dental Floss don't break down and can clog up your drains.

Throw them in the trash to prevent expensive plumbing repairs!



AMS Federal Building Employees receiving information from the Defend Your Drains booth at the 2016 Earth Day event!

### TAKE CARE

#### GET RID OF PESKY MOSQUITOS

Mosquito Dunks and Bits are a safe, organic, nontoxic way to control mosquitoes!



### TIPS OF THE MONTH

An estimated 60 million people fire up their grills on Independence Day.

- While there's no way to grill without pollution, electric and propane grills are cleaner than charcoal.
- If you can't part with the charcoal taste, choose coal made from invasive tree species or from sustainably managed forest trees.
- Before you sprinkle lighter fluid on the grill, consider investing in a chemical-free chimney charcoal starter instead.

The Sierra Club

# Dark Shader and Sustainable Cleaning Stations

Region 1 VA and HUD Eco Teams assisted in creating communication campaigns to educate tenants on these initiatives.



**Dark Shader**



**Sustainable Cleaning Stations**

# Best Practices

- Establish relationships with the Facility Manager and GSA Facility Eco Team POC.
- Register for the EPA Federal Green Challenge.
- Keep teams between 7-10 people.
- Hold regular meetings.
- Recognize and celebrate success!



## **GSA Northwest / Arctic Region Facility Eco Teams (FET)**





# GSA Northwest / Arctic Region FET Program

- Pioneered the Facility Eco Team Program in 2011
- Established 20 teams in 2 years
- Tenant-led teams
- Facility managers are active participants
- Strong leadership support
- Focus on outreach and awareness

# GSA Northwest/Arctic Region FET Program

- Program Management Support Role
  - Developed various tools and resources such as the guide, communication letters, charter, posters, etc.
  - Facilitated leadership launch and team kickoff meetings.
  - Share building performance comparison data (energy, water and waste) semi annually.
  - Host quarterly calls.



# GSA Northwest / Arctic Region FET Program (cont'd)

- Awards
  - 2015 GreenGov Presidential Green Dream Team Award for Edith Green Wendell Wyatt green team
  - 2015 EPA Federal Green Challenge Waste Award for the Jackson Federal Building/Seattle Federal Office Building Facility Eco Team
  - 2011 Federal Green Challenge for the Overall Environmental Leadership award for the Facility Eco Team Program

# GSA Northwest / Arctic Region Awareness Campaigns



Juneau Facility Eco Team "Mug Shots"



Regional Office Building Facility Eco Team "waste audit"

# FET Program Unites Feds and Community



Seattle Courthouse Facility Eco Team “Think Green Fair”



Edith Green-Wendell Wyatt Facility Eco Team “milk carton artwork display”  
(created by Oat Hills Elementary School Green Team)

# GSA Northwest/Arctic Region FET Program (cont'd)

- Conclusion
  - Improved building performance between FY11 and FY16:
    - energy: 18% reduction in EUI
    - water: 15% reduction
    - waste: 30% increase in waste diversion rate

# Facility Eco Team Program Resources

- [SFTool.gov](https://www.sftool.gov)
- [gsa.gov](https://www.gsa.gov)

# Questions?

# Client Enrichment Series

- Thank you for joining us today for a discussion on
- Enhancing Building Environments
- We hope to see you August 17th for
- our next Client Enrichment Series session!

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